



UNIDADE LOCAL DE SAÚDE
LISBOA OCIDENTAL

Informative Guide




Unidade de Cuidados Especiais Pediátricos
&
Sala de Observação da Urgência Pediátrica

Together we take care of everyone




Hospitalized Children's Letter


It provides guidance on advocating for the rights and well-being of hospitalized children.




The hospitalized child is entitled to have their parents/caregivers next to them, day or night, whatever their age might be or their health status.




Parents should be able to stay with their children, and this should be made easy for them, with no associated costs. Parents should be informed about the unit's rules and routines so that they can actively participate in the care provided.



Children and their parents are entitled to receive information that is adapted to their age and understanding. Physical or emotional aggression or pain should be reduced to a minimum.



Children and their parents are entitled to be informed so that they can participate in all decision making.



The Hospital environment should correspond to the children's physical, affective and educational needs.

Message to the Reference Person

In order to give the best possible care and maintain your child safe we need your participation and collaboration.

Being admitted represents challenges to the child/family.

We involve the family by inviting them to participate in the care and share information. We also include them in decision-making to help reduce the impact of hospitalization.

A child is someone from birth to **17 years and 364 days of age.**



Reference Person

Two people can stay with the child (parent or their substitute), a pink, non-transferable, bracelet will be provided at admission.

You should remain with the child for 24 hours.

During the period from 9:00 PM – 9:00 AM, it is recommended that only one companion remain.

The doctor and nurse responsible for the child during hospitalization provide the information about their clinical condition in person to the reference persons.

Information



Bring your child's comfort object, such as their favorite toy or item.



Have available their entertainment objects: toys, games, movies, books...



Bring comfortable, fresh clothing with loose sleeves.

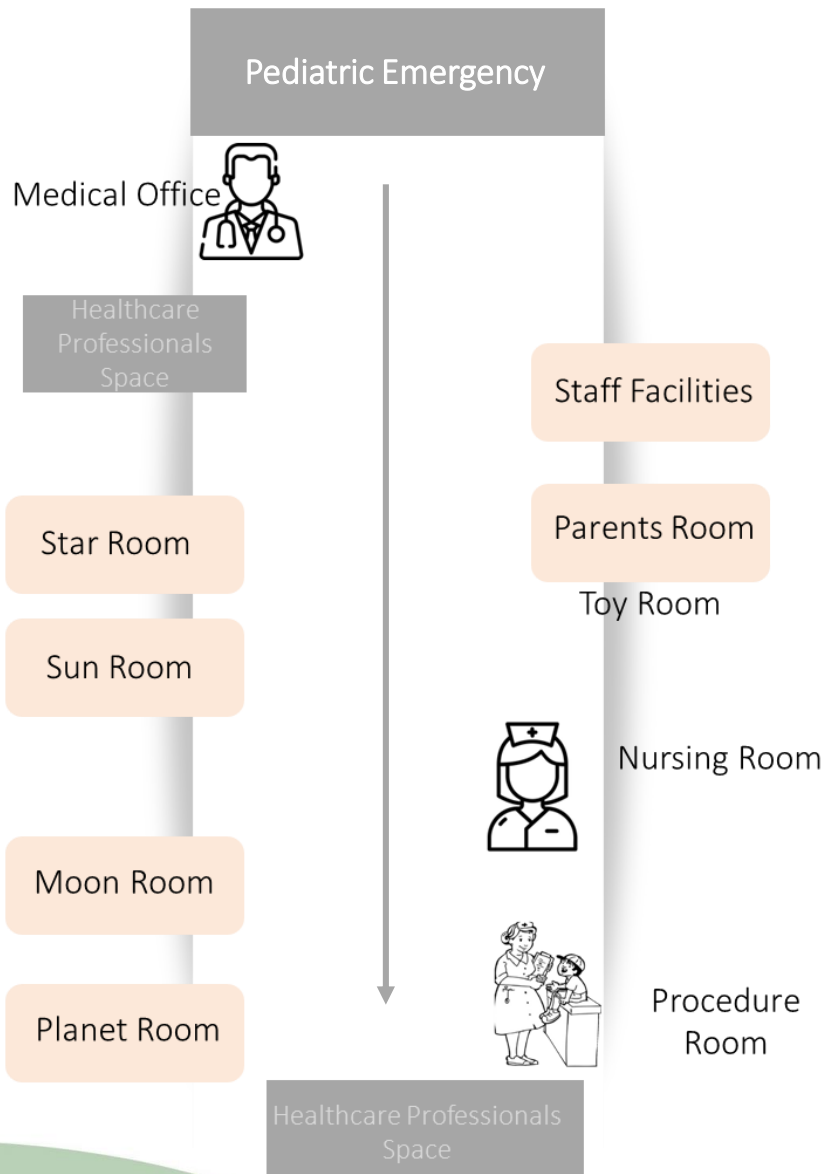


Bring hygiene supplies.
There's a toilet in every room.



Sharing objects between children is prohibited.

Unidade de Cuidados Especiais Pediátricos & Sala de Observação da Urgência Pediátrica



To Reference Person

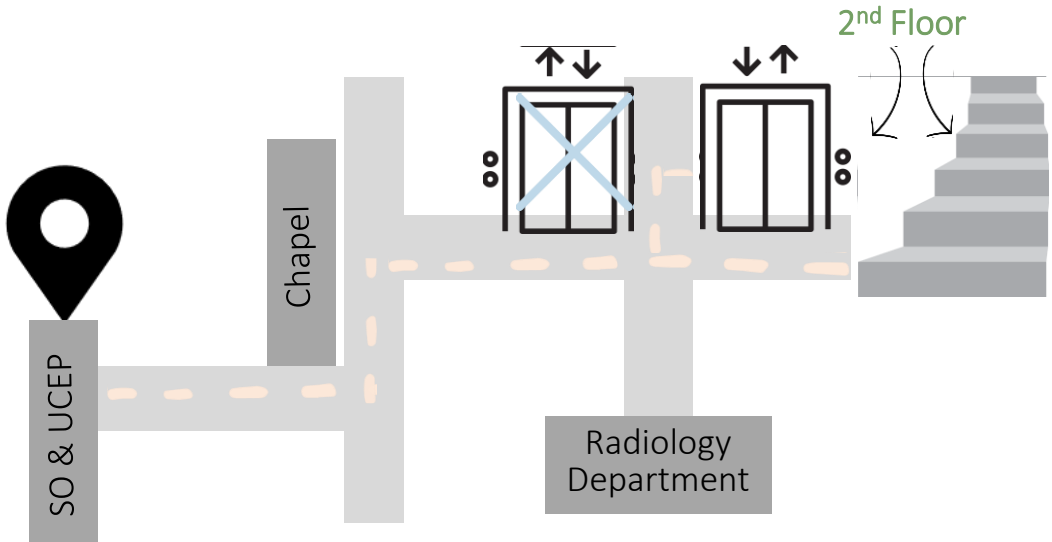
Parents Room

It's a place where you can use your phone or keep some of your belongings in a locker. There's a designated space for mothers to express breastmilk with a pump available.

Meals

You're entitled to a free meal voucher for lunch and dinner in the Hospital cafeteria. It can be used during the following hours:
7:00-11:00 AM/ 12:00-3:00 PM/ 4:30-7:00 PM/ 7:30-9:30 PM/
11:00 PM – 3:00 AM

Location: 2nd floor, building 1.



Visitors

Children are only allowed visitors when accompanied by a parent/ caregiver.

From 5:00 PM to 7:00 PM

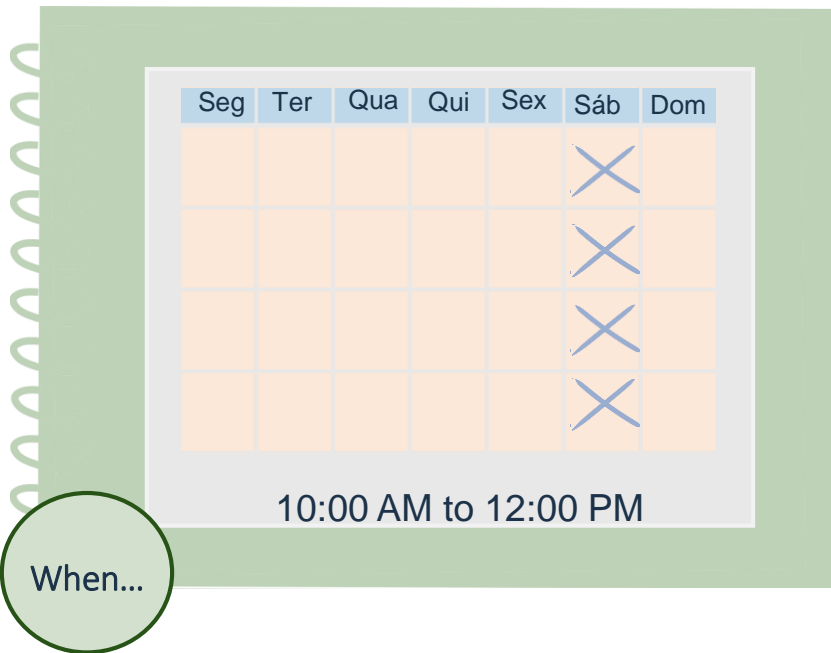
Two people may visit the child on an alternating basis. Only two people (the accompanying adult and visitor) are allowed in the child's room at the same time.

All visitors should go to the front desk on the -3rd floor of Building 2:
They'll be give instructions on how to get to reach the ward (SO/UCEP) and the nursing staff will then accompany them to the appropriate room.

The entry of children under 12 years old is not allowed.

Sibling Visitation

Hospitalization can affect a sibling's well-being. A nurse will accompany them to provide a safe and emotionally stable environment, allowing the sibling to ask any questions related to the hospitalization.



- Longer stays in Hospital (usually more than 3 days).
- Children that don't need isolation.

Address & Contacts

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<https://www.ulslo.min-saude.pt>

Public transport lines: Buses

1712: Amadora-Algés

1715: Belém-Mira Sintra

714: Outurela-Cais do Sodré

723: Desterro-Algés

728: Portela-Restelo



After discharge, we ask you to complete a satisfaction questionnaire to improve our services and care provided. Access the questionnaire through the MYULSLO app, available via QR Code.

